

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Miller Precision Mfg Industries Inc

Ohio Manufacturing Extension Partnership

Miller Precision Manufacturing Industries Continues To Raise Bar On Quality

Client Profile:

Miller Precision Manufacturing Industries, a manufacturer of CNC-machined components, is located in Ottoville, Ohio and employs less than 50 people.

Situation:

Miller Precision Manufacturing Industries (Miller) was recently asked to produce a titanium insert for General Dynamics Land Systems, which designs, manufactures, and supports land and amphibious combat systems for the U.S. Army, the U.S. Marine Corps, and allied nations. The inserts will be used in the Marines' Advanced Amphibious Assault Vehicle (AAAV). Each vehicle calls for approximately 3,000 titanium inserts, 80 percent of which will be machined by Miller. This contract is expected to account for a potential 30 percent increase in annual sales.

As part of the new contract, Miller needed to revise the company's quality policies and procedures to align with the ISO 9001:2000 standard. Jim Miller, company president, was familiar with EISC, Inc., a NIST MEP network affiliate, through previous projects with the organization. He asked EISC to assist Miller's ISO initiative.

Solution:

EISC arranged consecutive sessions between Miller personnel and EISC's quality systems program manager to revise the company's documented policies and procedures to comply with ISO 9001:2000 standards. On-site internal auditor training for Miller's staff followed these sessions. Finally, EISC's quality group performed an internal audit on all procedures, wrote the internal audit reports, assigned corrective actions, and verified the completion of those actions. Now Miller Precision's quality management system fully complies with the latest international quality standards.

Results:

Aligned company quality standards with those of ISO 9001:2000.
Increased opportunities for further government contracting work.
Saved \$10,000.

Testimonial:

"We chose EISC, Inc. for training and consultation on ISO 9001:2000, lean

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manufacturing, and machinist skills because we think EISC has a good understanding of our industry. It brought our employees to the next level. We will look to EISC in the future to keep raising our quality standards.”

Jim Miller, President □